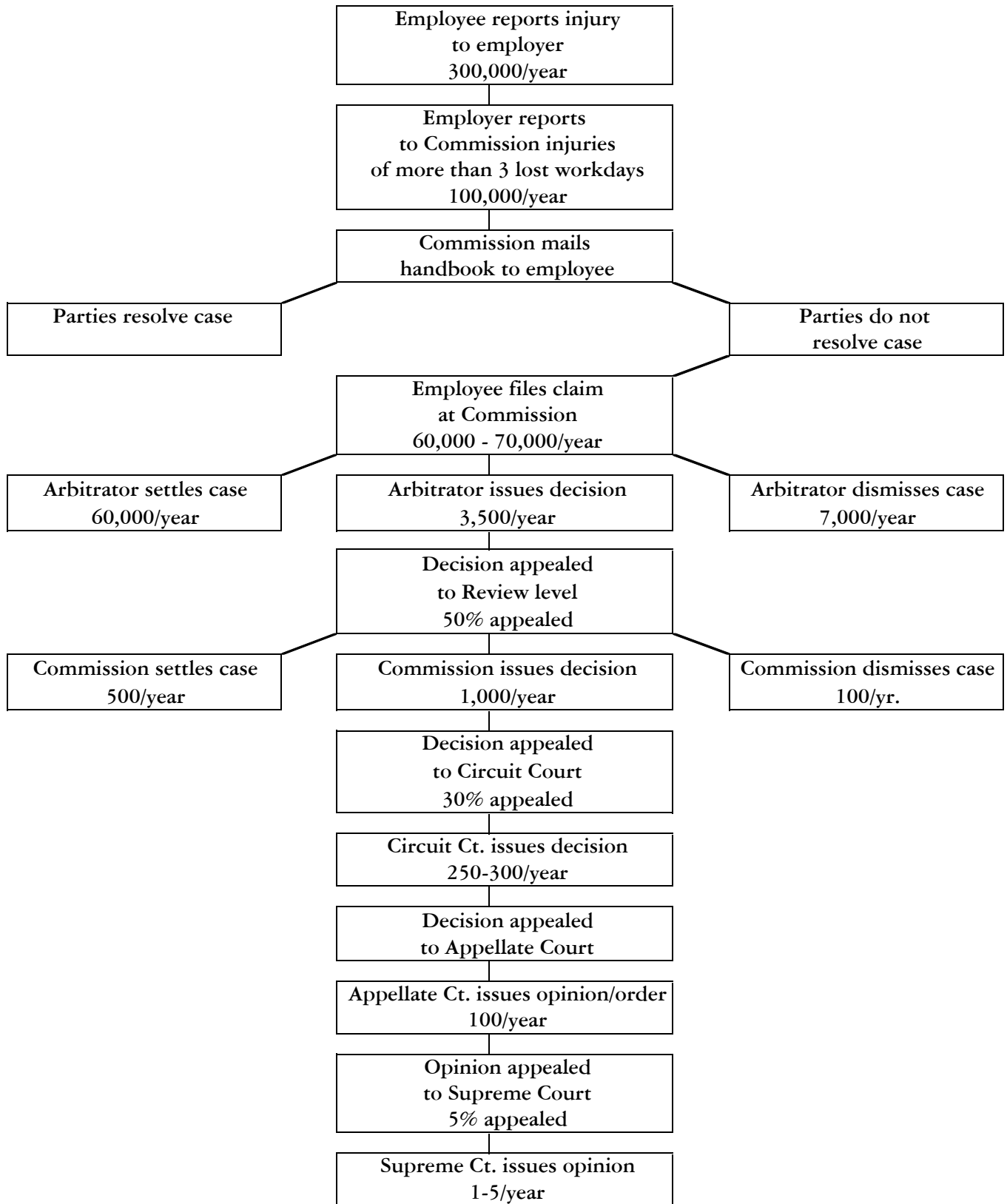


## OVERVIEW OF DISPUTE RESOLUTION PROCESS



Note: Cases can go back and forth between levels. Figures are rough.